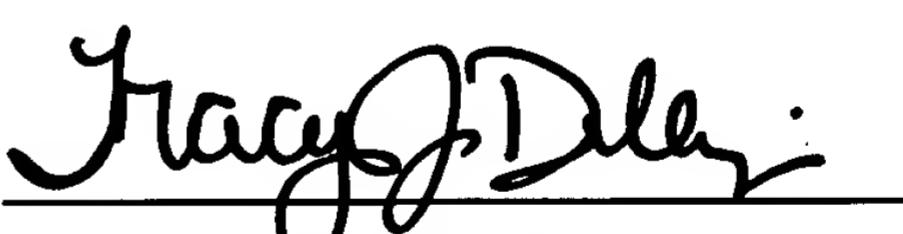




12-10-01

2162

CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)		Docket No. 01-172	
Owner(s): Kannan Srinivasan and Michael I. Shamos0			
Serial No. 09/804,728	Filing Date 3/13/2001	Patent No. UNASSIGNED	Issue Date UNASSIGNED
METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION			
I hereby certify that the following documents: 1 CHANGE OF ATTORNEY'S ADDRESS' 1 ACKNOWLEDGEMENT POSTCARD		RECEIVED DEC 14 2001 Technology Center 2100	
are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231-0001			
EXPRESS MAIL LABEL NO.: EL857781924US			
Dated: November 13, 2001		 Tracy J. Dillinger	
EL857781924US			